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From

Systems Operations

EIS and CMS Alerts Enhancements

At the end of June Sys Ops made some changes to the alerts display function to allow unlimited alerts to be displayed on the ET Alerts Due Today or Overdue (ETAD) screen. At the same time, client alerts were set to display on JAS (Work Services) caseloads if a client is known to JAS. For clients not known to JAS, case alerts and client alerts display on the ETAD in EIS.

Unless specific office, unit and caseload numbers are entered on the ETAD screen (Client Alerts by Caseload sub-tab, with *All* selected in CMS), alerts display for caseloads assigned to the person who is signed into EIS/CMS. In most instances, the Work Services case manager and the eligibility worker are no longer the same person. This fact, combined with directing client alerts to JAS caseloads and case alerts to EIS caseloads has resulted in it being less convenient for a CMS or EIS user to view alerts for all clients assigned to him/her. Sys Ops has made some changes to EIS and CMS that will result in client alerts being more easily accessed on the ETAD. These changes are:

- When a penalty is set on the JOMO in EIS or on the Work Activities tab in CMS, two client alerts will generate, one preceded with a C- for CMS and one with an E- for EIS. Both alerts will appear on the case ET Alerts screen (ETAL) in EIS as well as on the Client Alerts sub-tab in CMS.

EIS ETAL		ET ALERTS		102302 14:40	
				BECKTEST K	
CASE NAME: CANNON , ALICE S			CASE NUMBER: 00007454		
FULL SERVICE: 010		UNIT: 9		CASELOAD: GREENE , TST-BSG	
CLIENT NAME		MESSAGE		DUE DATE	SENDER'S CLEAR PCN
CANNON , ALICE S		C-alert		100302	8399
CANNON , ALICE S		E-alert		100302	8399
CANNON , ALICE S		C-AWP Sanc-JQ Alice Cannon		101502	8533
CANNON , ALICE S		E-AWP Sanc-JQ Alice Cannon		101502	8533
CANNON , ALICE S		E-AWP SANC-SS ALICE CANNON		102302	8399
CANNON , ALICE S		C-AWP SANC-SS ALICE CANNON		102302	8399
PF5-CLIENT				NEXT -->	

Case Management System

Commands Client Alerts Help

Client Number: 0000027715 Client Name: Coke, Joy

Client SSN: 363-23-6322 Date of Birth: 10/23/1966 Phone Number: (907) 332-2111

Case Summary Work Activities Payment History Case Notes Client Notes **Alerts** FSSP

Client Alerts Client Alerts by Caseload

Due Date	Alert Message	Created Date	Who Created Alert
10/30/2002	C-Testing, Testing Testing Tes	10/30/2002	TST-RUTH MCC
10/30/2002	E-Testing, Testing Testing Tes	10/30/2002	TST-RUTH MCC
11/20/2002	C-AWP Sanc-WACoke, Joy	11/20/2002	TST-RUTH MCC
11/20/2002	E-AWP Sanc-WACoke, Joy	11/20/2002	TST-RUTH MCC
11/20/2002	C-AWP Sanc-JQ Coke, Joy	11/20/2002	TST-RUTH MCC
11/20/2002	E-AWP Sanc-JQ Coke, Joy	11/20/2002	TST-RUTH MCC
11/21/2002	C-AWP Sanc-WA Joy Coke	11/21/2002	TST-RUTH MCC
11/21/2002	E-AWP Sanc-WA Joy Coke	11/21/2002	TST-RUTH MCC
11/21/2002	E-AWP SANC-WA JOY COKE	11/21/2002	TST-RUTH MCC
11/21/2002	C-AWP SANC-WA JOY COKE	11/21/2002	TST-RUTH MCC
xxx/xx/xxxxx	xxx End of Alerts xxx	xxx/xx/xxxxx	xxxxxxxxxxxxx

Total Alerts Found: 00034

- When a sanction is set in EIS on the Work Sanctions screen (WOSA), two alerts are again generated, just as above.
- When a worker sets a manual alert from the Create Alert screen in CMS, the worker can select CMS, EIS or both as the destination for the alert.

Case Management System

Commands Client Alerts Help

Client Number: 0000028397 Client Name: Cannon, Alice S.

Client SSN: 226-56-5652 Date of Birth: 11/05/1951 Phone Number: (907) 345-5211

Case Summary Work Activities Payment History Case Notes Client Notes **Alerts** FSSP

Client Alerts Client Alerts by Caseload Broadcasts

Create Alert

Due 07/03 09/06 09/06 09/12 10/03 10/03 10/03 10/15 10/15 10/23

Commands Tools

Client Number: 0000028397 Client Name: Cannon, Alice S.

Due Date: [Dropdown] Message: [Text Box]

☒ CMS ☐ EIS

10/23/2002 C-AWP SANC-SS ALICE CANNON 10/23/2002 BECKTEST KOR

xxx/xx/xxxxx xxx End of Alerts xxx xxxxxxxxxxxxx

Total Alerts Found: 00013

Alert Destination

- If CMS is selected, the C- alert will appear only when the JAS caseload for the client is entered on the Client Alerts by Caseload sub-tab in CMS or on the ETAD in EIS.

EIS ETAD	ET ALERTS DUE TODAY OR OVERDUE	102302 15:44 BECKTEST K
CASELOAD: TST-RUTH MCCONNEL		
OFFICE: 271	UNIT: 3	CASELOAD NBR: 01
CASE / CLIENT NAME	CASE/CLIENT MESSAGE	DUE DATE CLEAR
(CL) BRAND, SARAH D	00007475 Please take home the leftovers	021102
	Working for the State	021102
	Test alerts	040102
	GETTING READY FOR ALERTS	040202
	ALERT FOUR	040502
(CL) CANNON, ALICE S	00007454 Check on Summer Ed	070302
	C-E&T DISQUAL IMPLEMENTED	090602
	C-Check w/clt work search prog	091202
	C-alert for fraud class	100302
	C-alert	100302
	C-AWP Sanc-JQ Alice Cannon	101502
	C-AWP SANC-SS ALICE CANNON	102302
(CL) CANNON, BARRY N	00007454 ACTIVITY(S) CLOSED 073102	061302
PF3=TOP PF7=SCROLL UP PF8=SCROLL DOWN PAGE 002 OF 018		NEXT-->

Case Management System

Commands Client Alerts Help

Client Number: 0000028397 Client Name: Cannon, Alice S.

Client SSN: 226-56-5652 Date of Birth: 11/05/1951 Phone Number: (907) 345-5211

Case Summary Work Activities Payment History Case Notes Client Notes Alerts FSSP

Client Alerts Client Alerts by Caseload Broadcasts

* Case/Client Name *	Client Num	Message	Due Date
BRAND, SARAH D	0000028444	test021	02/25/2002
BRAND, SARAH D	0000028444	Test alerts	04/01/2002
BRAND, SARAH D	0000028444	GETTING READY FOR ALERTS	04/02/2002
BRAND, SARAH D	0000028444	ALERT THREE	04/05/2002
BRAND, SARAH D	0000028444	ALERT FOUR	04/05/2002
CANNON, ALICE S	0000028397	Check on Summer Ed	07/03/2002
CANNON, ALICE S	0000028397	C-E&T DISQUAL IMPLEMENTED	09/06/2002
CANNON, ALICE S	0000028397	C-Check w/clt work search prog	09/12/2002
CANNON, ALICE S	0000028397	C-alert for fraud class	10/03/2002
CANNON, ALICE S	0000028397	C-alert	10/03/2002
CANNON, ALICE S	0000028397	C-AWP Sanc-JQ Cannon, Alice S.	10/15/2002
CANNON, ALICE S	0000028397	C-AWP SANC-SS ALICE CANNON	10/23/2002
CANNON, BARRY N	0000028399	ACTIVITY(S) CLOSED 073102	06/13/2002
CANNON, BRANDON D	0000028398	WAZZUP?	01/30/2002
CANNON, BRANDON D	0000028398	THIS WILL BE YOUR ONLY WARNING	02/01/2002
CAREY, BETTY D	0000028400	Test105	06/13/2002
CAREY, BETTY D	0000028400	Please come home	06/13/2002
CAREY, BETTY D	0000028400	THIS IS A TEST	10/10/2002
CAREY, BETTY D	0000028400	C-AWP Sanc-JSCarey, Betty D.	10/10/2002
CAREY, BETTY D	0000028400	C-JOBS SANCTION IMPLEMENTED	10/10/2002
CAREY, BETTY D	0000028400	C-AWP Sanc-JQCarey, Betty D.	10/15/2002
CAREY, BETTY D	0000028400	C-this is a test	10/15/2002
CAREY, DREW W	0000028401	Test106	06/13/2002
CAREY, DREW W	0000028401	Please bring the food	06/13/2002

Total Alerts: 286 All: Caseload: FSD: 271 Unit: 3 Caseload: 01 Get Alerts

- Similarly, if EIS is selected, the E- alert will appear on the ETAD only when the EIS caseload for the case/client is entered.
- If both are selected, the C- and/or E- alerts will appear on the ETAD without having to enter a caseload on the screen, or, in CMS, by checking All at the bottom of the

Client Alerts by Caseload sub-tab, provided the client's JAS and/or EIS caseload is assigned to the person who is signed into the system.

When checking or setting alerts using these new changes, there are several things to keep in mind, especially when two different people are responsible for case management and eligibility determination for a client:

- On the ETAL or Client Alerts sub-tab an eligibility worker should not delete any C- alerts.
- Similarly, a case manager should not delete any E- alerts.
- Case managers need to remember to check *EIS* on the Create Alerts screen in CMS if they want the eligibility worker to be able to view the alert in EIS on the ETAD.
- Eligibility workers need to remember to set client alerts if they want the case manager to be able to view the alert on their Client Alerts by Caseload sub-tab with *All* checked. (If the eligibility worker wants this same information to appear on his/her ETAD also, he/she will need to set a case alert as well. For example, on case 12345, the eligibility worker sets a client alert for Jo Jones, "started full-time job". The case alert for case 12345 might read, "Jo started full-time job.")

For any system-related questions, please contact the DPA EIS Helpdesk at EISHELP@health.state.ak.us.